



Homeless Day Center
Located at:
615 E Washington Avenue
Madison, WI 53703
TheBeaconHelps.org

CATHOLIC CHARITIES THE BEACON GRIEVANCE PROCEDURE

We strive to provide services through open communication and understanding. If you are not satisfied with our services, please follow our Grievance Procedure. You have the right to bring someone with you or ask for assistance with each step.

STEP 1: Discuss your concerns with the Manager of Day Shelter:

Chris Watson
615 E. Washington Ave.
Madison, WI 53703
(608) 826-8067
cwatson@ccmadison.org

If you are still dissatisfied: Contact the Director of Programs:

STEP 2:

Cathy Brock
2445 Darwin Road
Madison, WI 53704
(608) 381-5867
cbrock@ccmadison.org

If you continue to be dissatisfied: Contact the Chief Program Officer:

STEP 3:

Kelly Medenwaldt
702 S. High Point Rd, Suite 201
Madison, WI 53719
(608) 826-8007
kmedenwaldt@ccmadison.org

For each of the above steps, you can expect to be contacted by staff within two business days and will receive a final response to your concern within ten working days.